



"Building a Healthy Boston"

**Dr. Barbara Ferrer**  
Executive Director



**CITY OF BOSTON · MASSACHUSETTS**

*OFFICE OF THE MAYOR*  
**THOMAS M. MENINO**

## **Homeless Resources for Extreme Cold Weather Conditions**

**Mayor Thomas M. Menino** and the **Boston Public Health Commission** recognize that winter storms and extreme cold weather place homeless people who suffer from medical/behavioral health problems may be particularly at risk if they are exposed to extreme weather conditions.

The **Emergency Shelter Commission** offers the following as part of a citywide effort to respond proactively to the health, safety and well being of all residents, including homeless persons, during extreme cold weather conditions. During winter storms or any time the temperature falls below freezing, a network of city agencies, homeless shelters, street outreach teams and other community partners provide these and other additional resources:

### **KEY PUBLIC HEALTH AND PUBLIC SAFETY PARTNERS**

- **THE EMERGENCY SHELTER COMMISSION** *will coordinate efforts of a city-wide network of emergency shelters, outreach providers and other city agencies assisting the homeless.*  
The ESC communicates with key public health and public safety partners, including: Boston Police, Boston EMS, Boston Homeless Services, Boston Park Rangers and the MBTA police.
- **BOSTON EMS** - Reminds Emergency Medical Service patrols to be alert for homeless at risk of hypothermia and arranges transportation to shelter if hospital care is not needed. Works with Boston Police to assist people at risk who refuse transportation to shelters. Contacts Boston Emergency Services Team if mental health evaluation is needed for persons who refuse shelter. Patrols known homeless locations as able given dispatch volume.
- **BOSTON HOMELESS SERVICES** Long Island & Woods-Mullen shelters open 24/7. Coordinates multi-agency partnership to assist high users of emergency services; will provide additional staff if needed, serves lunch, provides amnesty to guests barred (except for violence).
- **BOSTON POLICE DEPARTMENT** Issue hourly directives to seek out homeless in need and transport to shelter. Check on locations identified by District Community Service Officers. Boston Police Department Street Outreach Team serves as liaison between public safety, shelter and social services organizations.
- **BOSTON PARK RANGERS** Patrol the Emerald Necklace Parks days; rangers know shelter options for the homeless, work closely with BPD, EMS and outreach agencies.

**BOSTON EMERGENCY SHELTER COMMISSION - JIM GREENE, DIRECTOR**

BOSTON CITY HALL · ONE CITY HALL PLAZA · BOSTON · MASSACHUSETTS 02201 · 617/635-4507



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- **BOSTON HEALTH CARE FOR THE HOMELESS PROGRAM** Liaison to Boston Medical Center, Mass. General Hospital to refer homeless at risk of hypothermia, other cold weather injuries to BHCHP; arrange beds at the Barbara McInnis House Respite if they are needed.
- **MBTA POLICE** Issue directives to seek out homeless in need; transport to shelter.
- **PINE STREET INN** Provides additional outreach staff on weekend; Outreach Vans start two hours earlier (6:30 p.m.); Remains open 24/7, provides amnesty for barred guests (unless posing danger); provide morning transport to St. Francis House, Cardinal Medeiros Center.
- **NEW ENGLAND CENTER FOR HOMELESS VETERANS** Allows women and men to stay on emergency basis regardless of veteran status or sobriety.
- **PILGRIM CHURCH SHELTER** Open 24/7; serves lunch; Accept Police drop offs after 3:30 p.m.
- **SHATTUCK SHELTER/hopeFound OUTREACH** Shelter open during day, amnesty for barred guests (unless posing danger); shelter can hold beds for referrals from hopeFound Outreach
- **TRAVELER'S AID FAMILY SERVICES** Provides emergency on-call support to **Mayor's 24 Hour Service** for homeless or at-risk families with dependent children under age 18. If family is deemed to be in need of emergency placement, social worker will arrange to meet families at Boston Medical Center to ensure proper child health and safety screening.

<b>Important Cold Weather Resources for Homeless Persons in Need</b>			
<b>EMERGENCY CONTACTS:</b>			
<ul style="list-style-type: none"> <li>• <b>MEDICAL/SAFETY EMERGENCIES CALL 9-1-1 (land phone) or 617-343-4911 (cell phone)</b></li> <li>• <b>Non-emergency concerns: CALL MAYOR'S 24 HOUR SERVICE 617-635-4500</b></li> </ul>			
<b>SHELTER RESOURCES (OVERNIGHT)</b>			
Long Island Shelter	617-534-2526		
Woods-Mullen Shelter	617-534-7101	N.E. Center for Homeless Vets	617-248-9400
Pine Street Inn	617-892-9100	Shattuck Shelter	617-971-3229
<b>DAYTIME MULTISERVICE CENTERS/MEALS</b>			
St. Francis House	617-542-4211	Cardinal Medeiros Center	617-619-6960
Rosie's Place	617-442-9322	The Women's Lunch Place	617-267-1722
<b>OUTREACH SERVICES (Office Number Only)</b>			
Pine Street Inn Neighbor (Day)	617-521-7222		
hopeFound Street Outreach	617-983-0351	Pine Street Inn Outreach Van	617-521-7229

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